ACTION PLAN

S Specific M Measurable A Achievable R Relevant T Time bound

What is your goal? What do you want to achieve? From what metric? To what metric? By what date?

Goal is to Achieve Service CSI NPS score at or above market, Take it from 68 NPS QTD to at or above market every month moving forward.
Also to achieve 40% survey return by March 31st,2023.

BOTTOM LINE: Benefits of Achieving Your Goal

Customer Reputation and Retention will increase

Consequences of Not Achieving Your Goal

Employee terminations
Financial penalties
Customer Reputation and Retention
Probation with OEM

When will you start? 02/03/2023

How will you gauge your progress? When? Using which metrics?

We will gauge it daily by looking at OEM Website to determine when we stand and how we will improve.

What specific actions will you take to achieve your goal? Who can help you?

*New quality control process: After the vehicle repair is completed, our Assistant service manager will dispatch the vehicle to our quality control personal to verify that of the customers concerns have been address. After this is completed Assistant service manager and quality control will communicate the outcome and then the delivery will follow its normal course.
*Active delivery process: at delivery to the customer Service consultant will go over all work completed and also a copy of the complete VIR. This process is also tied to their payplan to ensure a 90% completion of the VIR report with customers.
*11 Am daily meeting with service consultant: This will take place daily with the advisor the a manager to touch all open ROS form SDL report and communicate status of each one.
*2pm Update from Assistant service manager: 2pm daily the Assistant service manager will communicate with service consultant updates if the vehicles are on track to be completed as expected or at a later date.
*Customer updates: After service consultant has all updates, they will communicate with all their customer form their SDL list and ensure that we have provided all accurate information to the customers.
*At 4pm Assistant service manager will review next day appointments to determine what vehicle will be done same day or will require more days and communicate with service consultant. With this information service consultant will be able to give customers clear expectation of completion time for the customers repairs and concerns

Potential Challenges?	Potential Solutions?
Process of evaporation	Written process will be monitored daily